

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 8

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Name of the NPS Unit:	Canyon De Chelly National Monument			VTS Group:	Surface
Name of VTS:	Truck Tours to Canyon Bottom			NPS Region:	Western
Respondent's Name:	Tom Workman			Annual Visitors:	818,667
Respondent's Title:					
Respondent's Phone:	(520) 674-5531	Fax:	(520) 674-5507	E-mail:	

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	0	1.6a Contract Term (years):	20
1.2 Who currently manages the VTS service?	NPS	1.6b Contract Start Date:	2/1/84
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	2/28/04
1.5a Concessioner Name:	Thunderbird Lodge, Tesgi Guides, Assn.		
1.5b Concessioner Address:	Thunderbird Lodge; PO Box 548; Chinle, AZ 86503		
1.5c Concessioner Telephone:	(520) 674-5841		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Canyon de Chelly	30	4	1	70	0	98
Canyon del Muerto	60	2		70	0	98

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	Low
Resource Protection Rating:	Medium	Sustainability Rating:	Low

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?

Current Year Start Date:

Next Year Start Date:

Current Year End Date:

Next Year End Date:

4.2 Peak Demand Start Date:

Low Demand Start Date:

Peak Demand End Date:

Low Demand End Date:

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule?

If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly?

5.4 Is Schedule Provided to Operators?

5.3 Is Schedule Adjusted Daily?

5.5 Is Schedule Available to Visitors?

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

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6.2 Total Fleet Size: 6.3 Number of vehicles or vessels operated in service at a single time? 6.4 Do any vehicles employ alternative fuels?

Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Dodge	Flat Bed Converted		1991		Propane	Concession	5
2	Dodge	Flat Bed Converted		1991		Propane	Concessioner	5
3	Dodge	Flat Bed Converted		1991		Propane	Concessioner	5
4	Dodge	Flat Bed Converted		1991		Propane	Concessioner	5
5	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
6	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
7	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
8	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
9	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
10	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
11	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
12	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
13	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
14	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
15	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5
16	G.M.C.	Army Troop Carrier		1952		Propane	Concession	5

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

7.2 Who owns the VTS facilities?

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Maintenance Facility	1979	Contractor/Concessioner	Concessioner	3
Tour Office Building	1930	Contractor/Concessioner	Concessioner	5

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

If so, how often are the counts made?

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	154	19	39283
FY 1995	167	16	42140
FY 1994	152	14	38444
FY 1993			
FY 1992			

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

10.2 Does Fare vary according to Season, day of week or time of year?

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10.3 Does Fare Vary between adults and children?

Yes

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Canyon de Chelly	\$33.50	\$25.50	\$33.50	\$25.50	\$33.50	\$25.50	\$33.50	\$25.50
Canyon del Muerto	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way?

No

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

Yes

11.3 Basis for Payments Received:

Percent of Gross Revenues

Percent of Gross Revenues:

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$1,270,000.00	\$1,310,000.00	\$1,190,000.00	\$1,160,000.00	\$1,070,000.00
Operating Cost	\$442,000.00	\$135,000.00	\$366,000.00	\$435,000.00	\$421,000.00
Concessioner Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$127,000.00	\$132,000.00	\$119,000.00	\$52,000.00	\$48,000.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:

Comprehensive Coverage:

Property Coverage:

Public Liability Coverage:

Medical Coverage:

Collision Premium:

Comprehensive Premium:

Property Premium:

Public Liability Premium:

Medical Premium:

Other Insurance:

Other Premium:

Total Premium:

\$11,851.00

12.2 Who pays Insurance?

Concessioner

12.3 Who pays Operator Ins.?

No

12.4 Who pays special license?

Drivers

12.4 Who screens operator history?

Concessioner

12.5 Who conducts substance abuse screening?

No

12.6 Who conducts safety training program?

Concessioner

12.7 Who maintains substance abuse program?

Concessioner

Who regulates VTS vessels and crews?

12.8 Number of injury claims in past 5 yrs?

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Section 13: What are the VTS Maintenance Procedures?

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13.1 Is there a written Maintenance Program?	Yes
13.2 Are there written Hazmat Program procedures?	No
13.3 Is there a written Maintenance Training Program?	No
13.4 Is there a written Safety Program for VTS maintainers?	No
13.5 Is AC Brake Certification required?	No
13.6 Are federal (e.g., OSHA) Records Maintained?	Yes
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	0
13.8 What is the number of preventable maintenance road calls made during FY 1996?	0

Section 14: What Future Plans are there for VTS Service

Planned Mods: Concessioner requested variable number of vehicles allowed in canyon per day. A carrying capacity study is needed.

Plan Reports: No